COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH SPECIALIZED CHILDREN AND YOUTH SERVICES BUREAU – SA 6 ADMINISTRATION SA 6 QUALITY IMPROVEMENT COMMITTEE MEETING MINUTES FEBRUARY 24, 2011

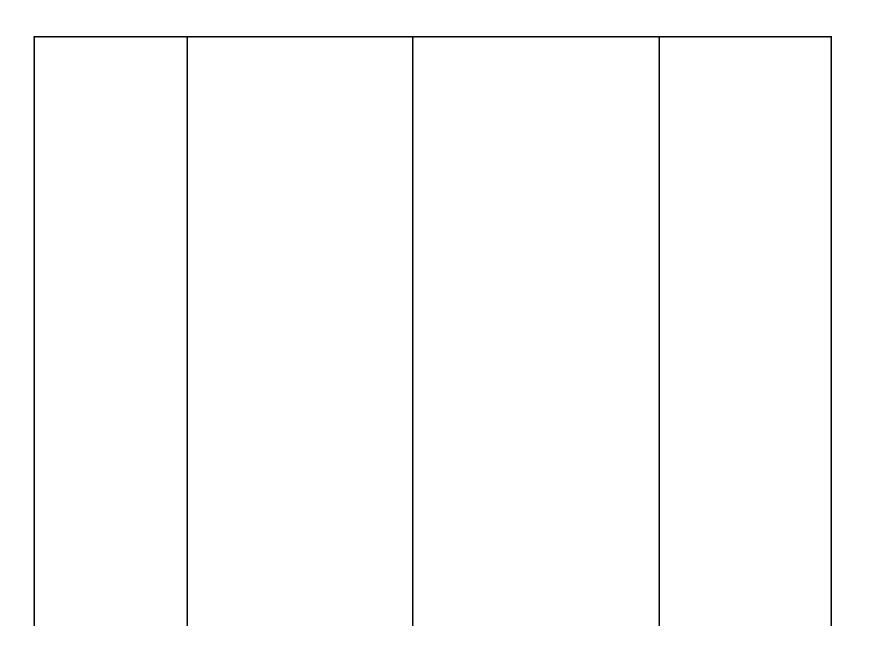
Attendees:

Meeting	SA 6 Quality Improvement Committee	Date	February 24, 2011
Location	West Central Family Mental Health Services 3751 Stocker Street, Los Angeles, CA 90008	Start Time	9:00 a.m.
Chair	Kimberly Spears, Chairperson Erica Melbourne, PsyD, Co-Chair	End Time	11:00 a.m.

Members Present: Mailyn Campbell, Kedren; Rosary Woods, Kedren; Breafley Khan, Drew CDC; Donna Roque, Drew CDC; Celen Emeruwa, WLCAC; Liz Echeverria, SCHARP; Carmen Haley, Alafia; Suzanne Waverek, Stars BHG; Aimee Cuellar, PIC; Lisa Harvey, Hollygrove; Ashlei Sullivan, LACGC; Nissa Madyun WCFMHC; DeAnn Slaise, SCHARP/Oasis; Julie Elder, SCHARP; Vynette Moore, Shields for Families; Cathi Collins, Counseling 4 Kids; Mimi Nguyen, AP Residential; Rosa Maria Kolts, Crittenton Services; Derrell Tidwell, St. Francis; Jennifer Calmelat, Tessie Cleveland; Windy Gaston, SSG; Nicole Salazar, Exodus Recovery; Ahmad Kausar, SFCP; Ginger Wilkerson, The Children Ins.; Kimberly Spears, DMH SA6 Adm.; Anthony Cooksie SA6 Adm.; Dr. Erica Melbourne, LA Child Guidance

Agenda Item/Presenter	Discussion/Findings	Decisions/Recommendations/Actions Scheduled Tasks	Person Responsible/Due Date
Call to Order &	The meeting was called to order at 9:00		Kimberly Spears, Chair
Introductions	a.m.		
Review of Minutes-	The minutes for November 15, 2010		SA 6 Membership
Nov ember 15, 2010	were not approved as read.		
Implementation of QA/OI	Dr. Vandana Joshi QI Population Data and Disparities	Dr. Joshi rev iewed Part 1 of the County wide demographic data. Reviewed how SA 6 compares to other service areas (understanding of data, SA demographic information and consumer perception survey). SA 6 membership was asked to send feedback to Dr. Joshi – identify our SA priorities and determine quality improvement goals. Data may be helpful in determining performance improvement projects.	

Quality Improvement - Kimberly Spears & Dr. Erica Melbourne	Ms. Spears discussed and distributed information on the following topics:		
Enca Melbourne	Service Area Contact Sheet	Providers were asked to update their SA Contact Sheets.	
	Cultural Competency Committee	The committee is in the process of developing the e-news Project - Every 3 months. Common definitions, etc will be included. A logo has been created and will be shared later.	
	Standards for Security Guard and Receptionist Training of Security Guards.	Training of the security guards shall focus on ensuring warm and welcoming environment. The training will be similar to that of the Sheriff's Dept. There were some images in the video that were not culturally sensitive toward individuals with mental health diagnosis. Need to add non-crisis training and customer service training — "what does it mean to be customer friendly?"	
	EQRO	Plan to come again in April. Specifically to SA6 due to concerns that were raised during various focus groups. Plan to review the following - accessibility, timeliness, entrance into our system, timef rom initial contact to first appointment, are clinic's warm and welcoming. Post hospitalization plan, disposition and follow-up. Frequency of services and QA/QI standards set by each agency. QA staff will be asked to complete test call questionnaires.	
	PEI EBP/SS- Douglas Ware – contact person	Mr. Ware is available to provide assistance with monitoring and etc. Plan to have PEI claiming video in the near future. No new infore: PEI CORS training for SA6 – potential location – Augustus Hawkins.	



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